



4 FOOD PACKAGE/FI ISSUANCE
4.41 Lost and Stolen Food Instruments

Effective: 3/1/98

Revised: 8/1/06

POLICY: WIC food instruments (FIs) that are reported as lost or stolen must be documented on the WIC ROSIE system and tracked for subsequent redemption. Food instruments may be replaced under certain circumstances. Lost or stolen FMNP food instruments are never replaced.

PROCEDURE:

A. PARTICIPANT REPORTS LOST OR STOLEN FIs

1. Prior to replacing any FIs, determine if any of the FI(s) reported as lost or stolen have been redeemed, via ROSIE FI Look-up.
2. If any reported lost-stolen FIs have been redeemed, view the ROSIE FI Detail to assist the participant in verifying if they had redeemed the FIs. If further verification is needed, you may obtain a copy of the redeemed FI(s) by contacting the SWO, Participant Compliance Coordinator. If an FI has been redeemed, it may not be replaced.
3. If the FI had not been redeemed, continue to check if FIs reported lost or stolen have been redeemed to date, beginning with the date reported, through at least seven calendar days after the first day to use.
4. At the time the FIs are reported lost or stolen, mark the appropriate FIs in ROSIE, FI Void/Unvoid tab and select the appropriate Lost or Stolen code.
5. If the FI reported lost or stolen is found, go back to FI Void/Unvoid and 'unmark' the FI as lost or stolen.
6. Review FI issuance history on ROSIE for any report(s) of FI lost or stolen in the past 12 months and determine whether they were replaced with another package.
7. If none of the FIs reported lost or stolen have been redeemed, and there is no previous history of reporting FIs lost or stolen, and the family has not been involved in any other type of abuse/fraud, FIs may be replaced per B or C below.
8. If the date reported lost or stolen is past the Last Day to Use, the FI(s) should not be recorded as lost or stolen, nor be replaced.



B. HIGH RISK AREAS ALLOWABLE REISSUANCE

1. High risk areas, as determined by the State WIC Office, have a higher relationship of fraud and abuse associated with lost and stolen food instruments (FIs). All counties designated as high risk must consistently follow a strict policy and procedure for replacing lost and stolen FIs.
2. For the current month's lost or stolen infant formula prescription (the FIs that was reported lost or stolen sometime between the first and last day to use): no more than a reduced package may be reissued. Note: if some of the FIs had already been used from that month's benefits, no other FIs in the package may be replaced.
3. For the current month's lost or stolen woman or child prescription, none of the FIs may be reissued.
4. For second and/or third month's FIs (as with multi-month issuance), inform the participant/proxy that FIs can not be replaced until 10 to 14 calendar days after the First Day to Use; the Project Director has the discretion to waive some or all of the waiting period for infants. The participant/proxy should be instructed to:
 - a) Continue looking for the FIs (e.g., home, last store shopped, proxy). This will allow participant time to find the FIs and allow time for any redeemed FIs to clear the WIC bank and appear in ROSIE/FI Info.
 - b) Remind the participant to contact your office if the FIs are found.
 - c) Ask the participant to contact your office after the waiting period to see if FIs will be replaced.
 - d) If FIs have not been found or redeemed after the waiting period, the full prescription should be replaced, one month at a time.

For example, if the First Day to Use is February 1, the participant will be instructed to look for the checks and report back 10 to 14 calendar days after February 1 (date to be determined by the project, but in time to allow a full package to be issued). If FIs are not found by that date, a full package should be reissued.

C. NON-HIGH RISK AREAS ALLOWABLE REISSUANCE

1. For the current month's lost or stolen package (the FIs that were reported as lost or stolen sometime between the first and last day to use): no more than a



reduced package (partial or half) may be reissued, OR the project may decide to not reissue any of the current month's food instruments.

- a) If some of the FIs had already been used from that month's benefits, no other FIs in the package may be replaced.
 - b) The project should determine their policy for reissuing lost/stolen FIs.
 - c) The policy must be implemented consistently.
2. For the second and/or third month's FIs (as with multi-month issuance), replace each with a full package, one month at a time.

D. REPLACING FOOD INSTRUMENTS

1. If FIs are to be replaced following procedures in A-C above, replace the lost or stolen FIs in ROSIE Print FI. Load the package and print the appropriate FIs. This will automatically void the original FIs. Note: do not replace lost or stolen FIs by using the ROSIE FI Reissue tab.
2. A Lost/Stolen Check Replacement Agreement Form (DPH 40094) must be completed prior to giving the reissued FIs to the participant/parent. A copy of the Form is given to the participant/parent and the original is maintained in the participant's file. See WIC PRO for current version of the Form.
3. Document in ROSIE/Comments the date participant reported FIs lost or stolen, the FI month(s) lost or stolen and brief statement as to how/when FIs were lost-stolen.
4. Place appropriate alerts on participant's record in ROSIE. For example: if checking to see if FIs reported lost or stolen have been redeemed, may want to post a note indicating "not to issue FIs; check to see if Lost-Stolen FIs have been paid", or the participant has been placed on monthly issuance for a certain time period, or information regarding the reporting of lost-stolen FIs and not to reissue FIs for 12 months if participant reports lost-stolen during this time period.
5. Make copies of any paper documents (e.g., police report, newspaper article, Red Cross report) and place in the family file.
6. Place on monthly issuance for three to six months. The project may choose to implement a standard policy that any report of lost or stolen FIs will result in a written warning and notified of monthly issuance start and end date.



E. INSTRUCTIONS TO PARTICIPANTS

1. The participant/parent must be instructed to continue looking for lost food instruments, and notify the WIC project if the food instruments are found, and not to cash the food instruments that were reported lost or stolen. Project may choose to provide these instructions in writing to ensure lost-stolen policy is being consistently administered.
2. If a waiting period has been imposed, the participant/parent is responsible for contacting the project to see if food instruments will be reissued.
3. Clearly instruct the participant/proxy that if they use the food instruments that were reported lost or stolen, they will have to repay the WIC Program for the additional foods they received and they may be disqualified from the WIC Program for up to one year.
4. Inform the participant/proxy if there is another report of lost or stolen checks within one year, they will not be replaced.

F. TRACK FOR SUBSEQUENT REDEMPTION

1. If any food instruments reported as lost or stolen are redeemed, they will appear on a Lost – Stolen Food Instrument Report (ROSIE XXX) that is to be developed. Projects should review at least monthly.
2. Determine if replacement food instruments were issued and redeemed.
3. If the participant has redeemed both the lost – stolen and reissued FIs, refer to Policy 8.5, Participant Fraud and Abuse for sanctioning.

G. REOCCURRING PROBLEMS (HIGH AND NON-HIGH RISK AREAS)

1. Lost or stolen food instruments may be replaced only one time per family per 12 month period. For example, if a family reports FIs lost or stolen in February 2006, they may not have any additional lost or stolen FI replacement until February 2007.
2. Refer to Policy 8, Participant Fraud & Abuse to determine if participant should be placed on monthly issuance.